

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 94-686-C - ORDER NO. 94-1149✓
NOVEMBER 2, 1994

IN RE: GTE South, Inc. - Revisions to its)
General Customer Services Tariff to) ORDER
Eliminate Remote Access (to Call) GRANTING
Forwarding) Option Due to Fraudulent) REQUEST
Use of This Service (REF:TN94-296).)

This matter comes before the Public Service Commission of South Carolina (the Commission) on the request of GTE South, Inc. (GTE or the Company) to eliminate its remote access (to call forwarding) option from its general customer services tariff. GTE South, Inc. has been notified by GTE security officials that this offering invites potential for enormous toll fraud. According to GTE, the common scenario experienced is that the person practicing toll fraud, pretending to be a GTE customer, calls the the Customer Contact Center and orders remote activation capability on a GTE customer's (victim's) line. The person practicing toll fraud then activates the victim's call forwarding and forwards calls to his (toll fraud person's) referred destination (in many instances, a drug dealer). All of the calls made by the toll fraud person are billed to the victim. Next month, the toll fraud person selects another victim.

GTE states that it has no customers presently subscribing to this offering.

The Commission has examined this matter and believes that the

request of the Company to eliminate the option is reasonable under these circumstances and should be granted subject to notice and lack of intervention thereafter. The Commission believes that the Company has justified elimination of the option, but believes that its notice provisions should be carried out.

IT IS THEREFORE ORDERED THAT:

1. The request of GTE South, Inc. to eliminate remote access (to call forwarding) option due to the fraudulent use of this service is granted subject to notice and with the condition that no intervention is received.

2. This Order shall remain in full force and effect until further Order of the Commission.

BY ORDER OF THE COMMISSION:


Chairman

ATTEST:


Executive Director

(SEAL)